

From: Barbara Thompson
To: Microsoft ATR
Date: 1/16/02 4:12pm
Subject: Microsoft Settlement

I have received your e-mail pursuant to our phone conversation of yesterday. I am happy to reply to Atty. Gen. Ashcroft on behalf of Microsoft because I believe in the company and its management.

However, what prompted you to contact me in the first place was the fact that I had recently attempted to contact Microsoft Outlook for help with a technical problem. I find it impossible to obtain a direct e-mail address for this help or even a phone number so that I may talk with someone about it. It is a simple problem I'm sure; I just need to know how to address it.

Would you please see that someone from Microsoft Outlook contacts me and gives me some answers. I would appreciate this help as soon as possible.

Thank you.

Barbara Thompson

P.S. The nature of the problem is as follows: We have two addresses served by one account on M.O.: Barbara Thompson - barbarathompson@kscable.com and Bill Thompson - billthompson@kscable.com.

A box keeps appearing on my screen showing Internet Server (Bill Thompson) or (Willard Thompson) that I either have to "okay" or "cancel". It keeps popping up several times in a span of minutes. I don't know how to erase it permanently - particularly the "Willard Thompson" box.

The other thing is that on the "Tools" menu, there is not an option for "Accounts" or "How to Manage Accounts". Why has this disappeared from my tools menu?

Please see that someone gets this message and that Microsoft is kind enough to offer me some help. I will be much more willing to respond positively in their behalf. Thank you very much.